Supporting the Soldier

Break-Out Session Deliverables

Break-Out Session Questions (1 of 5)

(1)What can be done to further assist the Soldier/Family Member?

- Permissive TDY should be granted prior to Soldier arrival to unit and Sol should find quarters prior to arrival
- Tiger Team Web-Site will assist Commands and Soldiers “Access” suppor systems
- Focus on before redeployment activities – accepting forms and not fillin them out again

Break-Out Session Questions (2 of 5)

(2) Is the Soldier/Family Member cared for during their tour at Fort

- Overall, the Soldier is cared for during his/her tour and agencies are very responsive to Soldier needs
- Web-Site access will assist process

Break-Out Session Questions (3 of 5)

(3) Where are areas we can improve on for the Soldier/ Family Mem

- Mandate the Soldier to brief his/her family members upon completion in-processing
- Ensure PTDY is granted to Soldier with a family prior to arrival to unit

Break-Out Session Questions (4 of 5)

(4) What extra or excluded steps are not covered that must be ad

- Before re-deployment activities was not included, as Soldier has d time to complete forms and SRP questionnaires

Break-Out Session Questions (5 of 5)

(5) Are all the flow diagram steps actually happening?

- The role of the FRG is more of a “information guide” or support netwo
- Attendance at FRGs is not mandatory

Flowchart for Soldier Integration and Interaction with Fort Carson

Soldier receives Orders to PCS to Fort Carson

This flowchart does not attempt to capture everything a Soldier undergoes during his/her tour at Fort Carson. It is a facilitation tool for break-out sessions.

Pinpoint Assignment?

No → Soldier can receive Info by mail or on-line

Yes → Soldier may be assigned a sponsor to assist in transition

PTDY for House Hunting and Quarters

Unit S-1s are informed
Units are informed by S-1

Soldier coordinates PCS and transportation from present duty

Soldier reports to Welcome Ctr for in-processing

Soldier will receive pinpoint Assignment from the PSB if he/she does not already have a designated assignment

***Chart Information**:*
This chart attempts to facilitate discussion as to where supports services intervene in the process of integration to the post. There may be exceptions as with every case. More importantly is the ability to recognize how the Soldier can access support services along the process, or from arrival to departure from Fort Carson.

Soldier In-processes installation and goes through SRP Site – then reports to unit

This is the initial interaction piece for support services. Soldier receives classes and must fill-in questionnaires from each agency. ACS, Chap, and MEDDAC have a chance to interview Soldier

Mandate Soldier to Brief Family

Married?

No → Soldier moves-into barracks room and his/her squad leader assist to integrate

Yes → Soldier finds quarters and provides family info to FRG – Squad leader assist Soldier

FRG provides assistance to Soldier's family and interacts with to ensure family welfare is alright, or assist with any issues

Soldier performs duties with Unit and conducts mandatory annual training

Mandatory training elements include informing Soldier on how to access support services and required by DA

Soldier experiences issues during tour at Fort Carson

Web-Site for Accessing Services

Assistance?

Yes → Soldier turns to Unit who brings Soldier to appropriate assistance

ACS, Chap, or Medical Servic are provided to Soldier

All Installation Support Services are avail.
to assist Soldier with any issues – intervention is required

No → Soldier continues with tour and SRPs upon deployment or on annual basis

Before re-deployment activities

Assistance?

Yes

Soldier assistance during a deployment is treated in theater first and if further evacuation is required Soldier may go back to Fort Carson or where appropriate se are found

No → Soldier receives Orders to PCS to another Installation

FRG is Information Guide/ Support Network
No Mandatory Attendance

(1) What can be done to further assist the So
(2) Is the Soldier cared for during his/her tou at Fort Carson?
(3) Where are areas we can improve on for th Soldier and his/her family?
(4) What extra or excluded steps are not cov that must be addressed?
(5) Is the flow diagram procedures actually happening?

Supporting the Family

Break-Out Session Deliverables

Break-Out Session Questions (1 of 5)

(1)What can be done to further assist the Soldier/Family Member?

- Search engine available called “Ask Carson”
- Computer kiosk in key locations to access the search engine
- One generic email for responding to questions

Break-Out Session Questions (2 of 5)

(2) Is the Family Member cared for during their tour at Fort Carson?

- Yes: cared for as long as they know where to access the care
- No: Many families do not participate in FRGs, Orientations, etc..

Break-Out Session Questions (3 of 5)

(3) Where are areas we can improve on for the Family Member?

- Revitalize the sponsorship program

Break-Out Session Questions (4 of 5)

(4) What extra or excluded steps are not covered that must be ad

- Flow Diagram was too busy already

Break-Out Session Questions (5 of 5)

(5) Are all the flow diagram steps actually happening?

- No: it assumes the family member accompanies the Soldier, which is always the case
- Family members do not always have the information packets
- Soldier is not the “gatekeeper” of all the information
- Many family members do not participate in FRGs
- Benefits brief does not always reach family member – primarily the individual who enrolls family member receives it

Supporting the Youth

Break-Out Session Deliverables

Break-Out Session Questions (1 of 5)

(1)What can be done to further assist the Soldier/Family Member?

- Expand youth sponsorship program, including training
- Design a welcome CD for youth and provide prior to arrival
- Implement transportation to and from special events
- Create and fill job opportunities on-post
- Put together a council of teens to plan to implement activities
- Utilize liaisons with major church youth groups to make military youth aware of Fort Carson programs/ activities
- Have information on resources, activities, schools available in temporary billets and nearby hotels
- Provide a mentorship program similar to Big Brother/Sister in a group setting and implement Operation Listen
- Increase utilization of student to student program (presently in 5/20 HS)
- Build similar MS program

Break-Out Session Questions (2 of 5)

(2) Is the Soldier/Family Member cared for during their tour at Fort

- Yes, it is up to youth and family to utilize available resources and servic
- Improvement is always possible

Break-Out Session Questions (3 of 5)

(3) Where are areas we can improve on for the Soldier/ Family Mem

- Updated, comprehensive, yet easily navigable resource guides (Web page, CD, etc..)
- Improving training and encouragement for first-line admin support staff to be able to answer questions
- Family needs assessment to coincide with post-deployment reassessmen to include youth, spouses, and Soldiers
- Develop specific redeployment programs (Divorce recovery for children/s
  - Understanding Divorce and impact on family
  - Children of divorce seminar
  - Resources available and updated for TRIWEST Reps and providers

Break-Out Session Questions (4 of 5)

(4) What extra or excluded steps are not covered that must be ad

- Flow chart was difficult due to age disparities

Break-Out Session Questions (5 of 5)

(5) Are all the flow diagram steps actually happening?

- Flow chart difficult due to age disparities

Installation Support Agencies

Break-Out Session Deliverables

Organization

Agency

Organization

Soldier

Unit

OPTEMPO

PERSTEMPO

Final Break-Out Session Brief

TRICARE